RECEIVED **CENTRAL FAX CENTER**

FEB 2 8 2006

5209

oproved for use through 9/30/00. OMB 0831-0031 hark Office; U.S. DEPARTMENT OF COMMERCE

Patent and Tradem Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of inform Christopher Clemmett Macleod Beck et al.

P3324CMBOC1 Case:

Application No.: 10/777,847

Filing date: 02/11/2004

Art Unit: 2151 Subject:

Examiner. Unknown

Method and Apparatus for Providing Media-Independent Self-Help Modules within a

Multimedia Communication-Center Customer Interface

Certificate of Transmission under 37 CFR 1.8

Attention:

Unknown , Examiner

Fax No.: (571) 273-8300

I hereby certify that this correspondence is being facsimile transmitted to the Patent and Trademark Office

on 02/28/2006

Date

Sheri Beasley

Typed or printed name of person signing Cartificate

Note: Each paper must have its own certificate of transmission, or this certificate must identify each submitted paper.

Total Sheets Transmitted - 9

- Amendment Transmittal 1 sheet
- 2. **Duplicate Amendment Transmittal - 1 sheet**
- Supplemental Amendment 6 sheets
- Certificate of Transmission 1 sheet

Please call (831) 726-1457 if you have any questions.

Burden Hour Statement: This form is estimated to take 0.03 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the emount of time required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents. Washington, DC 20231.

RECEIVED CENTRAL FAX CENTER

FEB 2 8 2006

Method o	f Transm	ission: Facs	imile		C	ASE DOCKE	T NO. P3324	СМВОС1		
In referen	ice to app	lication of C	Christopher	Clemmett Macle	od Beck et					
Serial No	. 10/77	7,847				٠				
Sir: Cor	nmunic	ation-Cente	r Customer	ing Media-Indepo Interface the above-identified			•	Multimedia		
Apr	licant cla			ler 37 CFR 1.27. elow.						
	•		***	CLAIMS AS AME	NDED ****		• •			
(1)		(2)	· (3)	(4)	(5)	(6)	(7)	(8)		
		s Remaining Amendment		Highest No. Paid For Previously	Present Extra	Rate Small Entity	Rate Large Entity	Additional Fee		
Total Claims		14	Minus	** 20	0 .	\$ ₂₅	\$ 50	\$ 0.00		
Indep Claims		2	Minus	*** 3	0	\$ 100	\$ ₂₀₀	\$ 0.00		
☐ F	\$ 0.00									
т 🗆	☐ Terminal Disclaimer Fees									
Extension Fee		1st Month	st Month 2nd Month		☐ 3rd N	\$ 0.00				
	\$ 0.00-									
*** If the **** Mul * If the en A chec	"highest tiple depotity in column the action the action the action the action that the action	Number Prevendencies, if a lumn 2 is less amount of	iously Paid F my, included than the entry 0.00	r" in this space is lessor" in this space is lesson the above calculate in column 4, write is attached. 50-0534 . (A decorpayment to Dep	ess than 3, wr ion. "O" in colum uplicate of th	ite "3" in this in 5. is sheet is enc	space. losed)	of this sheet		
				Respectfully Su	onnueu, <u> </u>	onald R. A	<u>-</u>	<u> </u>		
Central Coast P.O. Box 187 Aromas, CA 5 (831) 726-145	5004	gency, Inc.			R	eg. No. 3507	4			

Method of Transmission: Facsimile CASE DOCKET NO. P3324CMBOC1											
In reference to application of Christopher Clemmett Macleod Beck et											
		Infistopher	Clemmen Macie	og Reck er			•				
	Serial No. 10/777,847										
Con	For Method and Apparatus for Providing Media-Independent Self-Help Modules within a Multimedia										
Communication-Center Customer Interface Sir: Transmitted herewith is and an amendment in the above-identified application, under 37 C.F.R. 1.312.											
 ✓ No additional fee is required. ✓ Applicant claims Small entity status under 37 CFR 1.27. ✓ The fee has been calculated as shown below. 											
	: fee has been calculate	d as shown or	low.								
**** CLAIMS AS AMENDED ****											
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)				
1	Claims Remaining		Highest No. Paid	Present	Rate	Rate	Additional				
	After Amendment		For Previously	Extra	Small Entity	Large Entity	Fee				
Total Claims	14	Minus	· ** 20	0	\$ 25	\$ 50	\$ 0.00				
Indep Claims	2	Minus	*** 3	0	\$ 100	\$ 200	\$ 0.00				
☐ Fi	irst presentation of a m	ultiple depend	lent claim		\$ 0	\$ 0	\$ 0.00				
□ Те	erminal Disclaimer Fe	ES					\$ 0.00				
Extension	Extension Fee		onth 2nd Month		. 3rd Month		\$ 0.00				
	Total additional for claims, time extensions and disclaimer fees										
** If the "highest Number Previously Paid For" in this space is less than 20, write "20" in this space. *** If the "highest Number Previously Paid For" in this space is less than 3, write "3" in this space. **** Multiple dependencies, if any, included in the above calculation. * If the entry in column 2 is less than the entry in column 4, write "O" in column 5.											
A chec	ck in the amount of	0.00	is attached.								
☐ Charge	e \$ 0.00 to dep	osit account_	50-0534 . (A du	uplicate of th	is sheet is enc	losed)					
Please is enclo	charge any additional osed.	fees or credit (overpayment to Dep	osit Account	50-0534	A duplicate	of this sheet				
		:	Respectfully Sul	L_:404 9	Donald R. A	lous l					
			Vesheeman's or	Di	onald R. Boys	3	· ·				
Central Coast F P.O. Box 187	Patent Agency, Inc.			P.	.eg. No. 35074	•					
P.O. BOX 187 Aromas, CA 9 (831) 726 1457				•		•					

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit: 2151

Examiner: Not Known

RECEIVED
CENTRAL FAX CENTER

In Re:

Christopher Clemmett Macleod Beck et al.

FEB 2 8 2006

Case:

P3324CMBOC1

Serial No.:

10/777,847

Filed: Subject: 02/11/2004
Method and Apparatus for Providing Media-Independent Self-Help

Modules within a Multimedia Communication-Center Customer Interface

Commissioner for Patents PO Box 1450 Alexandria, VA 22313-1450

Dear Sir:

Supplemental Amendment